



AQD Electronic Servicing Environment (ESE)

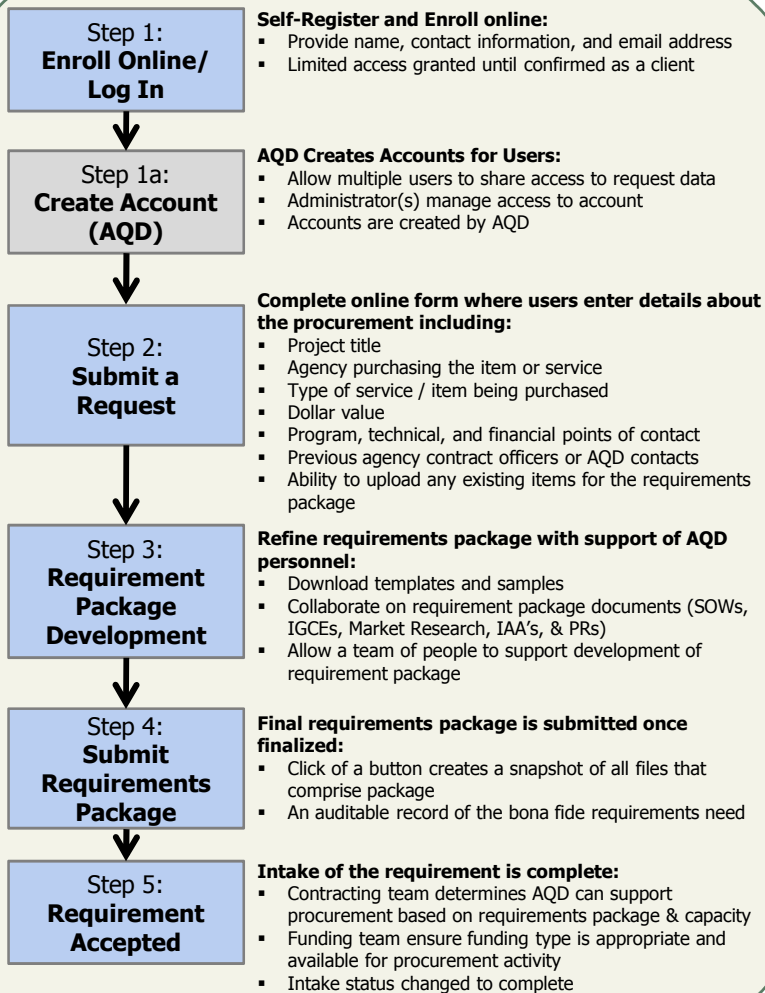
Quick Start Reference Guide for Customers

<https://ese.nbc.gov/aqd>

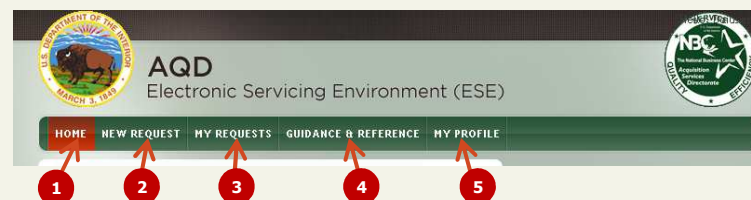
For Assistance:

1.888.For1.NBC (select option 4)
ESEHelp@aqd.nbc.gov

Procurement Intake Process

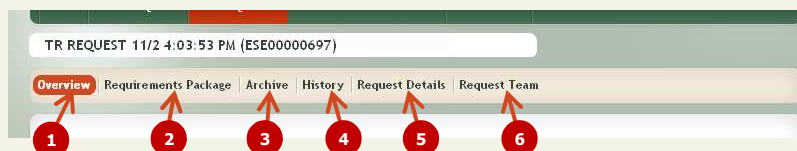


AQD-ESE Navigation Overview – Customer View



- 1 Home** = Queue of your active requests.
- 2 New Request** = Online form to submit a new request for AQD to review.
- 3 My Requests** = A comprehensive collection of your active and past requests.
- 4 Guidance & Reference** = Documents provided by AQD to support the acquisition process, including sample templates.
- 5 My Profile** = A list of the accounts you belong to, as well as the ability to update your profile information.

Request Navigation Overview – Customer View



- 1 Overview** = Contact info for your AQD point of contact; overall request status; status of required Requirements Package documents.
- 2 Requirements Package** = Collection of the latest versions of each Requirements Package document; indication of the status for each document; users can check files out and back in, send to AQD for review/further refinement, and remove, if necessary.
- 3 Archive** = Document archive for this Requirements Package; will also contain the "snapshot" of the package when the request reaches the status of "Finding accepted / Intake complete."
- 4 History** = A system-generated log of actions and events for a specific request.
- 5 Request Details** = A modified view of the form that was used in submitting the request; some fields are not editable after the initial submission.
- 6 Request Team** = Users that have been assigned to help work on this request, as well as those that have been designated as Request Administrators; specific read/write permissions can be assigned to each user (that only apply to this specific request).



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Tips for Submitting New Requests

- Asterisks indicate required fields
- While it is not required to associate a new request with an account when you first submit it, it will need to be associated with an account before it can be approved by AQD
- You will also need to associate the account with the request in order to create a "Request Team"
- Upload any requirements package documents that you have available
- Requests can be saved as drafts in progress

Collaborating with AQD on the Requirements Package

As documents are refined, the system shows who has the action (AQD or the Program Office) as well as the document status.



Document statuses:



AQD-ESE Request Status Labels for Intake



Status	Description
New	This is a newly submitted request. While some discussion between the client and AQD Customer Support Organization may have occurred, the request has not yet been routed an AQD Division / Branch Chief.
Tentative	The request needs additional discussion/clarification from client before AQD determines to proceed with requirement. A Contracting Officer, Contract Specialist, or Team Lead has not yet been assigned.
Request in Progress	AQD has agreed to work on the request and assigned a Contracting Officer / Contract Specialist. Package Refinement occurs while requests are in this status. Once the Contracting Officer / Contract Specialist has indicated that all required documents have a status of "complete," the Customer will formally submit their package.
Request Complete	The Contracting Officer / Contract Specialist has determined that all documents are acceptable for processing and that the request is ready for formal approval and funding acceptance. The AQD Funding Team begins the formal funding acceptance process.
Request Approved	The AQD Division / Branch Chief has formally approved the requirements package.
Funding Accepted / Intake Complete	The AQD Funding Team has formally accepted funding. AQD-ESE takes a snapshot of the final, approved intake package. Documents (other than the IA-Part A and funding documents) are available for editing and further refinement after the intake process is complete.

Submitting A Final Package

- There is a "Submit Completed Package" on the Requirements Package tab for each individual request (next to the "Upload Required Documents" button)
- The button is enabled when all required documents reach a status of "complete"
- The action officially submits your Requirements Package for formal acceptance by AQD

For Assistance:

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Hours of support:

Monday – Friday
 8:00 AM – 6:00 PM ET

- Calls and emails submitted after hours will be returned the next business day
- For additional information and training materials go to <http://www.aqd.nbc.gov/ese>



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